



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Britannia Kebab And Pizza House
Address of food business:	78 Cadge Road Norwich NR5 8DG
Date of inspection:	07/07/2021
Risk rating reference:	21/00147/FOOD
Premises reference:	03/00017/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Prep Room, Servery
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Kebabs & Pizza takeaway

**Relevant Legislation**

Food Safety Act 1990 (as amended)

Regulation (EC) No 178/2002 applied by The General Food Regulations 2004 (as amended)

Regulation (EC) No 852/2004 and No 853/2004 applied by Regulation 19 (1) of the Food Safety and Hygiene (England) Regulations 2013

Health and Safety at Work etc. Act 1974 and related regulations

Food Information Regulations 2014

**What you must do to comply with the law**

The report may include **Contraventions** - matters which do not comply with the law . You must address all of the contraventions identified; failure to do so could result in legal action being taken against you.

As a guide, contraventions relating to cleaning, temperature control and poor practice, should be dealt with straight away.

Contraventions relating to structural repairs, your food safety management system and staff training, should be completed within the next 2 months.

Health and safety contraventions should be dealt with within 3 months unless otherwise stated.

To assist you the report may also include **Observations** of current practice, useful **Information, Recommendations** of good practice and reminders of **Legal Requirements** .

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

## FOOD SAFETY

### How we calculate your Food Hygiene Rating:

The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score you have been given. Details of how these scores combine to produce your overall food hygiene rating are shown in the table.

Compliance Area	You Score					
Food Hygiene and Safety	0	5	10	15	20	25
Structure and Cleaning	0	5	10	15	20	25
Confidence in management & control systems	0	5	10	15	20	30

  

Your Total score	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Your Worst score	5	10	10	15	20	-

  

Your Rating is	5	4	3	2	1	0
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Your Food Hygiene Rating is 2 - improvement is necessary



### 1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.  
**(Score 10)**

#### Contamination risks

**Contravention** The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- raw foods i.e burgers were being stored above ready-to-eat prepared foods i.e onions used for salad
- raw foods i.e chicken and lamb was being stored above ready-to-eat foods i.e prepared salads in the glass door fridge

**Contravention** The following exposed food to the general risk of physical contamination with dirt or foreign objects:

- blu tack was seen stuck to wood above the open table top pizza fridge

**Contravention** You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods, either by heat or an adequate dishwasher cycle. Separate equipment and utensils must be provided. Such equipment should be easily identifiable (e.g. colour coded) and must be stored and washed separately.:

- the same tongs were being used for raw and cooked foods on the griddle

### Personal Hygiene

**Contravention** The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- staff were wearing dirty protective clothing

**Legal requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

### Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food

- high risk food i.e cod was not being defrosted in the fridge
- prepared salad i.e lettuce was being stored at 22°C. I was pleased to see that this was thrown away in my presence
- high risk food was being left to cool uncovered at ambient temperature

**Legal Requirement** If you rely on selling cold food (displayed over 8 °C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

**Legal requirement** Frozen foods should be defrosted in such a way as to minimise the growth of pathogenic microbes or the formation of toxins in the food. Care must also be taken to make sure that any liquid that is released does not contaminate other foods.

### Poor Practices

**Contravention** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- no labels on bags of food in walk-in freezer

- open canned food was being stored in the fridge

**Legal requirement** once opened canned food which is to be stored should be transferred to plastic lidded containers, designed for the storage of food, to prevent chemical contamination of the food

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

### Cleaning of Structure

**Contravention** The following items were dirty and require more frequent and thorough cleaning:

- floor/wall junctions
- around equipment feet
- flooring behind and under equipment
- electric fly killer and tray
- high level cleaning
- walls particularly behind food preparation surfaces
- ceiling
- hand contact surfaces such as light switches and door handles
- wall behind bin in pizza prep room
- pipework to wash hand basin and in chip room
- window sill
- electric sockets

**Contravention** The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- bare wood to shelves
- bare wood to rear door and surround

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- fridge and freezer seals
- fridge shelving

- microwave
- can opener
- underneath soap dispenser
- food storage containers
- mixer
- runner to conveyor pizza oven
- stainless steel table
- dough machine and surrounding area
- lid to table top pizza fridge
- remove protective film from Mercatus fridge to aid easy cleaning
- chest freezer
- grid to side of chest freezer
- interior to hot display cabinet where chicken is hot held
- legs to equipment
- wheels to equipment
- doors
- hinges to fridge doors
- side to door to walk-in freezer
- build up of ice to walk-in-freezer
- interior bottom to upright freezer
- cardboard used in milk fridge

**Contravention** Cardboard cannot be properly cleaned. Do not use it to cover the floor/ shelves of work surfaces in food rooms

### Cleaning Chemicals / Materials / Equipment and Methods

**Information** You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

### Maintenance

**Contravention** The following had not been suitably maintained and must be repaired or replaced:

- splits or holes in flooring

### Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

### Pest Control

**Observation** A lot of flies were seen in rear storeroom. Provide a fly screen to the open door

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### **Type of Food Safety Management System Required**

**Legal Requirement** Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

#### **Food Hazard Identification and Control**

**Contravention** The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- cleaning and sanitation are poor
- staff training is inadequate

**Contravention** The following SAFE METHODS are missing from your Safer Food Better Business pack:

- Cross-contamination
- Cleaning
- Chilling
- Cooking

#### **Proving Your Arrangements are Working Well**

**Contravention** You are not working to the following safe methods in your SFBB pack:

- cross contamination/physical or chemical contamination
- food allergies
- cleaning / clear and clean as you go
- chilling / chilled storage / display of chilled food
- Daily Diary the last entry was September 2020
- 4-weekly checks

#### **Waste Food and other Refuse**

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

## Training

**Contravention** The following evidence indicates there is a staff training need as food handlers:

- were not washing their hands often enough
- were not aware of the food safety management system
- were not cleaning properly
- did not appreciate allergen risks

## Infection Control / Sickness / Exclusion Policy

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

## Allergens

**Contravention** You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare
- You do not have a system for informing customers about the presence of allergens in the food you prepare
- You are not informing customers about the risk of cross contamination with allergens

**Legal Requirement** Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Information** Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

**Information** The Food Standards Agency has produced a chart that you may find useful [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Information** Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be provided.

**Information** The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

**Information** There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

**Recommendation** Add allergy information to your menu